

Heuristic Evaluation on AgedToPerfection

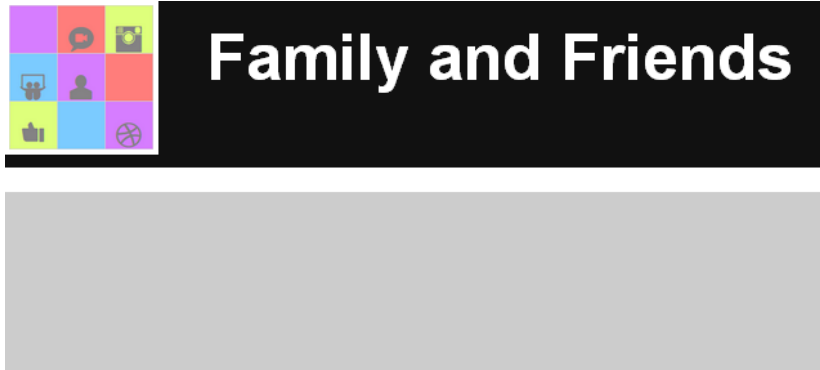
Project URL: <http://web.mit.edu/sxc2/www/agedtoperfection/index.html>

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Explicitly: I worked on this assignment on my own

Comment1:

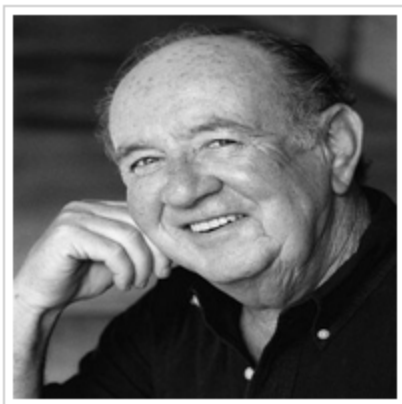
The home-page icon in the navigation bar duplicates the look of the main page exactly, very low recall cost to get back to where I started. Good *efficiency* (really good idea).



Comment2:

The black-and-white photograph in video chat makes me feel the person is dead, as black-and-white photographs are commonly associated with memorials. This issue is cosmetic.

AVAILABLE



SAM



BOB & JAN

Comment3:

The name of the person is not shown in the page for Video Connect. This issue can be major as old people often forget names. This person is called “Mary” but when chatting with Mary I cannot see her name anymore, forcing me to recall. It’s a *safety* problem at times.

Video Connect



ADD TO FRIENDS

END CHAT

Comment 4:

Using the same screenshot as comment3, should this person be already my friend? Why is there an “add to friends” button available in the video chat screen? Is it assumed I can chat with anyone or only my friends? Major *learnability* issue..

Comment 5:

The great navigation bar metaphor breaks down. When I am in the chatting screen, I cannot go back to the screen where I can select whom I want to chat with. It is a major *efficiency* problem because now I have to navigate back to the homepage and click on “live chat” again to go back 1 step.. Would be great if you flank the nav-bar on both end with 2 icon. The left one is always the homepage, but the right one is where you’ve been previously, keeping track of a stack of where the user has been until he leaves the website.



Comment 6:

On the health page, I expect to find reminders to take my medication, but I got this QandA page instead and was surprised. This is a major *learnability* problem because I am confused what the health page is supposed to be (so far it seems like a trivia). Maybe include a briefing somewhere or at least some tutorial guiding the user so they know what this page is about, as the simple title of “health” does not have the right external consistency to explain the complicated features of this page.

How old is this question?	Question	Answered?
1 month old	<p>My chest hurts...</p> <input type="text" value="Please enter your response here..."/>	<input type="button" value="Answer This Question!"/> ❌
1 day old	<p>How to reduce blood pressure?</p> <input type="text" value="Eat grapefruit!"/>	✅
2 weeks old	<p>Diabetes doctor recommendation?</p> <input type="text" value="I recommend Dr. Rosenfeld from Cambridge, MA"/>	✅

Comment 7:

Using the same picture as comment 6, where did these question come from and why am I answering them? Again, a major *learnability* problem. Is it a peer QnA system where people can

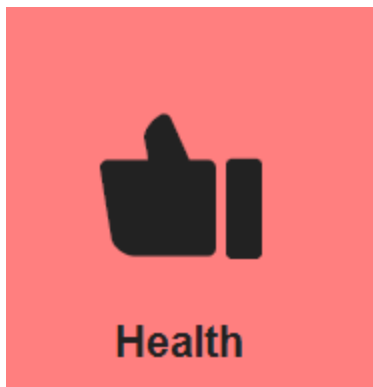
answer each other's basic questions on health? It is a major logical problem because 1) If I can answer question I would also like to ask my peer questions, but where do I ask these questions? 2) If my friends are answering these questions I need to know who answered them so I can thank them later.

Comment 8:

The answered questions cannot be updated. This is a major *safety* problem if I just found out that grapefruit does not reduce blood pressure and need to change my answer. Would be nice if we keep the Create Retrieve Update Delete principle.

Comment 9:

The icon for health is a thumb up. Why isn't it a white cross? Minor problem of external consistency.



Comment 10:

The homepage tiles have different colors, what do they mean? Does green means more frequent items? Could be a minor learnability problem if not handled carefully.

Comment 11:

Does the total number of main-page tiles limit to 9? What if I have 20 different activities, this would ruin the simplistic view on the main page and make it cluttered. An *efficiency* problem.

Comment 12:

On the live-chat page so far we have only a few people online (which I am not sure if they are friends). This can be a major issue when the number of people becomes large. I think it might be a good idea to keep the frequent friends near top, and the rest somehow organized on the bottom. Again, an *efficiency* problem.

Comment 13:

The people in video chat is not labeled as friends and family. I am not sure which person is my family member and which one is my friend. This might cause *safety* problems when an elderly person have a lapse of memory.

Comment 13.5:

This one is purely cosmetic, but where is your logo on the main page?

Conclusion:

Most of the problems I think are caused by a lack of information. Although one should definitely keep a page sparse and clean, an old person will have trouble remember what a page is about, and how he got there. There should be some way to explain to him/her at all times where he is, and what the page is about. Honestly I wouldn't mind if there's a briefing icon where if I click on it it narrates what's the important things on this page, maybe even automatically scroll around the page, and demonstrating which button does what. Just a thought.